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our **Behavioral Health** benefit can give you the care and support you need when problems are too difficult to work through alone.

What Can My Behavioral Health Benefit Help Me With?

Through your Behavioral Health benefit, you have access to both online — through [liveandworkwell.com](https://www.liveandworkwell.com) — and in-person support for a wide range of personal and work-related issues, such as:

- Managing Stress
- Depression
- Eating disorders
- Coping with grief and loss
- Alcohol or drug dependency
- Anger management
- Anxiety
- Mental disorders
- Physical abuse
- Schizophrenia
- Mood disorders
- Compulsive gambling

What Does My Behavioral Health Benefit Cover?

To help you address serious concerns, such as emotional problems or alcohol or drug dependency, the following types of services are covered by your Behavioral Health benefit:

- Acute inpatient care
- Residential treatment
- Partial day treatment
- Medication management
- Halfway homes

- Family, marital, and group therapy
- Alcohol or drug dependency programs
- Individual outpatient therapy

To maximize your successful recovery, your new benefit also includes follow-up services.

How Do I Get Started?

If you want to access your Behavioral Health benefit, ask a question, or request a service, simply call our toll-free number. You will be immediately connected to an experienced UBH Specialist who will help you determine which type(s) of service you need. Available anytime, our friendly and supportive staff are expert in helping people identify the nature of their problems and finding the right resources to address them.

What Happens When I Call UBH?

A UBH Specialist will ask you a few questions to help you identify the best resource to assist you with your personal situation. Then, he or she will locate a local UBH network provider who is experienced in helping people with problems similar to yours. We will make every effort to satisfy your unique requirements, such as gender preference or language needs. The UBH Specialist will give you all the information you need to schedule a convenient appointment with a provider.

How can [liveandworkwell.com](https://www.liveandworkwell.com) help me?

[Liveandworkwell.com](https://www.liveandworkwell.com) is an interactive website that provides electronic access and delivery of your Behavioral Health benefit, as well as resources and tools to help you enhance your work, health and life. Simply log on to www.liveandworkwell.com to:

- Check your Behavioral Health benefits information and request services online
- Search for providers, child and elder care services, and other resources
- Look up health facts and read articles on work/life issues
- Utilize a host of financial calculators and other interactive tools
- Join interactive discussions, chats and message boards on a variety of health and wellness topics
- Take online quizzes and participate in customized self-improvement programs

You can do all this and more from any computer with access to the internet. This secure website is available anytime to help you solve your problems and achieve your goals.

Does My Behavioral Health Benefit Cost Anything?

There is no charge for calling UBH or for obtaining referrals to a network provider. Services received through your Behavioral Health benefit may require pre-authorization and/or a co-payment. To determine your level of coverage, please refer to your employer-provided benefit information.

Are Services Confidential?

Maintaining the confidentiality of Behavioral Health services is a fundamental right to which everyone is entitled. All records, including medical information, referrals, and evaluations, are kept confidential in accordance with federal and state laws.

What Should I Do in an Emergency?

If your situation is life threatening, you should go directly to a hospital emergency room or call 911 for assistance. Always keep the toll-free number of your medical insurance carrier in a convenient place, in case an emergency arises. If you have a question and don't know what to do, you can always call UBH for help.

Who Will Provide Services to Me?

UBH maintains a large and diverse network of licensed and certified professionals who will help you overcome the difficulty you are facing. These experts include licensed master's-level counselors, psychologists, psychiatrists, Substance Abuse Professionals (SAPs), and Marriage and Family Therapists (MFTs). These providers have a wide array of practice specialties, such as child and adolescent, geropsychiatric, post-traumatic stress, eating disorders, alcohol or drug dependency, and many others.

What Company Manages My Behavioral Health Benefit?

Your employer has selected United Behavioral Health (UBH) to manage your Behavioral Health services. Founded in 1979, UBH is a nationally respected company that specializes in providing behavioral healthcare services to more than 20 million people across the country. UBH's experience means that you can feel confident in the services you receive, whether you need help with an everyday concern or a very difficult crisis.

**Contact us any time you need help
with any of life's concerns:**

Call toll-free

1-866-312-3078

1-800-842-9489 TDD

Or log on to

www.liveandworkwell.com

access code: on your ID card



Maricopa County

Call Toll-free

1-866-312-3078

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www.liveandworkwell.com

Si necesita este folleto en español, sírvase comunicarse con su Oficina de Beneficios llamando al 602-506-1010 o visite nuestro sitio Web www.liveandworkwell.com.



Behavioral Health Benefit

